# What is the ICRC? The Indiana Civil Rights Commission

ICRC enforces the civil rights laws of the State of Indiana. We investigate complaints of discrimination & educate organizations, companies, landlords, associations, & individuals on their rights & responsibilities under Indiana Civil Rights Laws.

# **Protected Characteristics**

Not all discrimination is against the law, but in Indiana a person may not be treated differently because of his or her:

- Race
- Color
- Gender
- Age (over 40, in employment)
- Familial Status (having children under 18, in housing)
- National Origin
- Ancestry
- Religion
- Disability



# Contact Us

**Indiana Civil Rights Commission** 100 North Senate Avenue, Room N103 Indianapolis, Indiana 46204

**Office:** (317) 232-2600 Toll Free: (800) 628-2909

Hearing Impaired: (800) 743-3333

Fax: (317) 232-6580 E-mail: icrc@crc.in.gov Website: www.in.gov/icrc

## What Can Be Done?

If a violation of your civil rights is proven, you may be entitled to:



- Promotion
- Lost wages or benefits
- Neutral References
- Implementation of non-discriminatory policies/training
- Out-of-pocket losses (NOT in employment)
- Emotional distress (NOT in employment)
- Attorney fees (NOT in employment)
- Affirmative relief (eg. Provide accommodation, adopt policies, post notices, etc.)



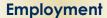


# General Guide



# Areas of Enforcement

The ICRC accepts discrimination complaints in the following areas:



It is unlawful to discriminate against any person with regard to recruitment, hiring or firing, promotion, transfers, job training, wages or salaries, or any other term, condition, or benefit of employment. An employer must also accommodate employees with disabilities and those who have "sincerely held religious beliefs."

## **Public Accommodation**

The law prohibits places open to the public (i.e. restaurants, hotels, stores, theatres, parks, etc.) from denying any person the full enjoyment of an establishment based on any of the protected characteristics. To make sure individuals with a disability have equal access, reasonable accommodations must be made, including access for service animals.

# **Complaint Process**

Any person who feels they have been denied rights under the civil rights laws may file a complaint with the ICRC. The process can start in person, by phone, fax, mail or by completing the on-line inquiry form on our website.

# **Investigation**

An investigator will collect evidence from both parties, including interviews, statements, inspections and documents. The investigator is a neutral fact-finder and does not represent either party to a complaint.

# **Alternative Dispute Resolution**

Throughout the process, efforts may be made to resolve a complaint without completing a full investigation. Our trained mediators may assist in these efforts, but settlements are completely voluntary.

### **Determination**

If no settlement is reached, evidence is reviewed and a determination is made as to whether there is sufficient evidence (ie. "probable cause") that a violation of the law has occurred.



# Housing

The Indiana Fair Housing Act prohibits discrimination in the sale, rental, or financing of housing on the basis of a person's protected characteristics, including the fact that they reside with children under age 18. To make sure individuals with a disability have equal access, reasonable accommodations must be made, including access for service animals. Housing providers must also allow the tenant to make modification at his or her own expense.

#### Credit

The law prohibits banks and other lending institutions from discriminating against an applicant in the granting, withholding or renewing of credit, or in the fixing of rates, terms or conditions of any form of credit, based on the person's protected characteristics.

## Education

Every Hoosier has the right to equal opportunities for education, regardless of the student's protected characteristics. State and Federal laws require special instruction and services for students with disabilities.

# **Public Hearing**

If probable cause is found, a full hearing will be held before an Administrative Law Judge (or possibly in state court). An ICRC staff attorney may help Complainants develop and present their evidence.

#### **Final Order**

A Final Order of the Commission is binding, but either party may seek judicial review.

A complaint alleging a discriminatory housing practice must be filed within one year. All other complaints must be filed within 180 days of when the alleged discriminatory act occurred.